

„116 000 Hotline for Missing Children Croatia”

AGREEMENT NUMBER: JUST/2015/RDAP/AG/0116/8830

Workstream 1: Strengthening of the capacity of 116 000 Hotline for Missing Children

1.1.Design and implementation of comprehensive training for Hotline staff members and volunteers

AGENDA

DAY 1

Time	Topic	Lecturer
10:00-11:30	<i>116 000 Hotline for Missing Children Croatia</i>	Kristina Krulić Kuzman, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>Legal framework</i>	Anita Suvala, legal advisor
13:30-14:00	Lunch break	
14:00-15:30	<i>Technical aspects</i>	Tomislav Ramljak, president

DAY 2

Time	Topic	Lecturer
10:00-11:30	<i>Telephone counselling</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>How to provide emotional support</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist
13:30-14:00	Lunch break	
14:00-15:30	<i>Provision of practical advices</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist

DAY 3

Time	Topic	Lecturer
10:00-11:30	<i>Cooperation with relevant stakeholders on national and international level</i>	Kristina Krulić Kuzman, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>Awareness raising activities</i>	Kristina Gvozdić, psychologist
13:30-14:00	Lunch break	
14:00-15:30	<i>Volunteer program</i>	Kristina Gvozdić, psychologist

